



# Go-Live Dates Extended

The Project Edison team recently announced the decision to extend the Go-Live for HR, Benefits and Payroll. Since that announcement, the Edison team has been working diligently to determine the amount of time needed to successfully and smoothly implement Edison. To that end, the decision has been made that the new Go-Live date for the Human Capital Management (HCM) modules will be July 1, 2008. The Project Edison team is confident this new Go-Live date will provide ample time to thoroughly test the system and allow for any needed issue resolution. An extra round of testing will also be added to help ensure that State employees are paid accurately and on time, and to make sure that all HR processes function properly.

Because of the decision to move the Phase 1 Go-Live date to July 1, we also evaluated the timing of Phase 2 Go-Live. It was determined that going live with both the HCM and Financials/Procurement/

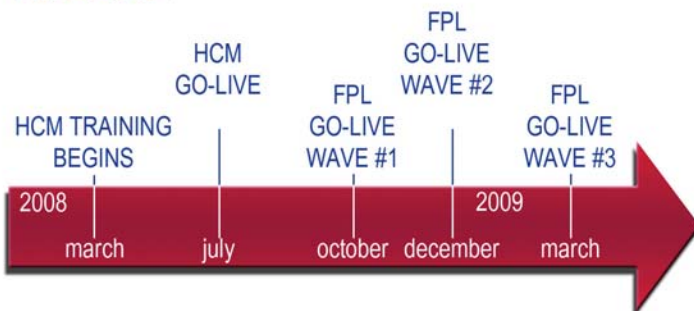
Logistics (FPL) modules at the same time would be especially challenging for the Edison team and State agencies. To allow appropriate time for training, the decision was made to extend the Phase 2 Go-Live dates. Phase 2 will Go-Live in three waves, beginning on October 1, 2008. The second and third waves will be implemented on December 1, 2008 and March 1, 2009 respectively.

The list of agencies for each wave is currently being reviewed and an announcement will be made with any changes to this schedule.

The Edison management team presented this information to the Steering Committee and Executive Sponsors, and they agreed that extending both Go-Live dates was the best decision for the State. We are grateful to have ongoing agency support for Project Edison. We firmly believe that with your help, the implementation of Edison will be successful.



## TIMELINE



## Letter from the Director

Dear Colleagues:



For the past several months, many of you have been working with the Edison team in preparing the State for the implementation of Edison. One of our goals is to keep stakeholders and end users informed of the implementation progress. To that end, we wanted to let you know about the change in the Go-Live schedule and the reasons behind it. The decision to make this change came after completing the second round of testing. We critically evaluated the results of testing and determined that more time was needed to successfully implement the system.

We realize that many agencies and individuals worked very hard to reach the planned Go-Live date of January 1st, and these efforts are greatly appreciated. We truly regret the inconvenience the delay may have caused you or your agency. However, we firmly believe that this decision was the right one. Throughout this process, we consulted with the Edison Steering Committee and Executive Sponsors to ensure we were choosing the best course of action for the overall success of the State. After weighing multiple factors during this process, we are in agreement that extending the Go-Live dates is the right decision.

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# Edison Help Desk

The Edison Help Desk is up and running! Project Edison is dedicated to assisting employees with any issues that may arise when using the new system. The Edison Help Desk is staffed by members of Project Edison who are skilled at answering questions and walking employees through any problems they may have.

The Edison Help Desk employs the Remedy Action Request System. This system tracks help desk incidents and alerts Project team members of issues requiring assistance. State Employees may be familiar with the Remedy System as it is used by OIR in their Help Desk support of the State network.

Before calling the Edison Help Desk, we encourage you to take the following steps to get the assistance you need.

1. Click on the "Help" button within the Edison application. Using this tool should answer many common questions that users may have while using Edison.
2. If the question cannot be answered through the Edison Help Menu, you

will be able to ask a co-worker or one of your agency's "power users" for help. Power users are being identified by each agency. These power users will be agency personnel who have first-hand knowledge of agency business processes and have been trained to use Edison. We are currently working with agencies to determine a list of power users. Once this list is developed, we will post this information on our Intranet site at <http://intranet.state.tn.us/erp>. You may also call your agency's Edison liaison for this information.

3. If you are still unable to resolve the problem, please call the Edison Help Desk at 615-741-HELP or toll free at 866-376-0104 and a customer service associate will assist you.

The Edison Help Desk's current hours are 8 a.m. to 4:30 p.m., Central Time, Monday through Friday. As the Project nears Go-Live, we will analyze the call volume to determine if Help Desk support will be extended to offer additional assistance.

## Edison Help Desk

**(615) 741-HELP**

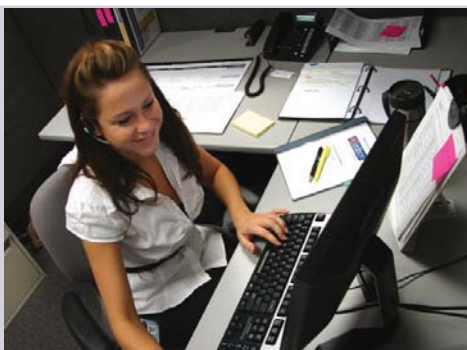
**or**

**866-376-0104**

## Help Desk Hours

**Monday - Friday**

**8 a.m. to 4:30 p.m.**  
(central time)



Dana Bickett assisting an employee on the Edison Help Desk.

## Letter from the Director

(continued from page 1)

In this edition of the newsletter, you will read about our new training schedule and some of the policies we put in place to ensure a smooth and successful training process. We were thrilled to receive such positive comments during the few weeks of delivered training in September. We look forward to resuming training in March. Additionally, we have included exciting information about the eSupplier functionality, which will help streamline the procurement process for both employees and vendors. We have also provided information about our new text-only version of our Edison Intranet site. We hope that you find this information useful.

As always, we encourage you to visit our Edison Intranet page for regular updates and information about the Project.

We continue to be grateful for the efforts of employees and agencies alike to help ensure the successful implementation of Edison. Quality and success are our primary objectives. With your help and support, we are confident we can achieve these goals!

Sincerely,

Stephanie Richardson  
Director  
Project Edison

# TrainingUpdate

End-User Training for the Human Capital Management (HCM) modules began as scheduled in mid-September for State employees identified as “core users” of the Edison system. More than 300 State employees participated in training during the three weeks it was offered. More than 90 percent of those who attended training were “very satisfied” or “satisfied” with their experience. Although the feedback was very positive, we learned a lot from the surveys; and we will work to further enhance our training classes.

Due to the change in schedule, training has been postponed until March of 2008. We will publish the new training calendar in mid-February. Project Edison will again be using Agency Training Coordinators to enroll employees in the appropriate classes. E-mail notifications will be sent to employees once they are enrolled. We are working to improve the e-mail notification process to ensure employees receive the appropriate information for their class.

Employees who already attended training have the opportunity to take classes again if they need additional assistance. Questions about training enrollment should be directed to each Agency's Training Coordinators.

As we gear up for training, we are again looking for volunteers to be assistants during training. Assistants are a valuable asset as they provide additional one-on-one help in the classroom. If you are interested in being a training assistant, please contact your Liaison.

The State's new training facility in Nashville is nearing completion and will greatly benefit the Edison training effort. The facility, located on the third floor of the Tennessee Tower, features 10 training rooms, each with the ability to hold 20 students. Until training begins in March, the facility will be used to conduct testing and other pre-training activities.

Development is currently underway for Employee Self Service (ESS) and Manager Self Service (MSS) training. These courses will be offered through Computer-Based Training (CBT). MSS will have a limited number of classroom and auditorium classes available for those who wish to have additional assistance. All State employees will be required to take the ESS CBT, which will provide instructions on how to view and update their personal information, enter time and view their online pay stubs.

During class, employees will be asked to take a self-assessment. The self-assessment isn't meant to offer a grade for the class, but provide a way to gauge an employee's understanding of the course material. It is very important that employees feel confident and comfortable with the information; therefore, additional training may be recommended based on the results of the self-assessment.

We appreciate the employee feedback from the first round of training. We look forward to working with agencies and employees to make Edison training a positive experience for everyone.

## Training Policies

Edison has developed several policies to ensure training runs smoothly. We ask the employees who attend training to follow these guidelines:

**1. Enroll in class.** During the initial few weeks of training, we had several “drop ins.” Because classes will be full, we may not be able to accommodate employees who have not enrolled first. Please check with your training coordinator to ensure you have been enrolled in class before attending.

**2. Take Basic Navigation.** Before employees attend training, they must first complete the Edison Basic Navigation training course. This course will give employees a basic overview of how the system works and will teach employees how to maneuver through the Edison system. Employees can find the Basic Navigation online course at the Edison Training Intranet site <http://intranet.state.tn.us/erp/training.html> or on the Internet at [http://tennessee.gov/finance/ERP\\_files/ERP\\_index.html](http://tennessee.gov/finance/ERP_files/ERP_index.html).

**3. Be on time.** We ask that people who are scheduled for training arrive in a timely manner to receive the maximum benefit of their course and to respect the time of the others in the class. Employees who show up to class more than 30 minutes late may be asked to reschedule their training.



# Edison Text-Only Intranet Sites

Project Edison is dedicated to providing information to State employees who have special needs. As a service to these employees, we have created a special text-only version of our Edison Intranet and training sites. These text-only sites allow employees to get the information they need by using third-party screen readers, such as Job Access With Speech (JAWS) or Window-Eyes. We are also working to make this information available on our Internet site.

To access the text-only site, you can find the link on our home page at <http://intranet.state.tn.us/erp/index.html> as pictured at right. Or, you can go directly to <http://intranet.state.tn.us/erp/indextext.html> for our main site; or, go directly to <http://intranet.state.tn.us/erp/trainingtext.html> for the text-only training page. As always, if you need any additional assistance please do not hesitate to email the project at [edison@state.tn.us](mailto:edison@state.tn.us).



Edison trainer, Kevin Brunger, teaching ELM Lite.

## ELM Lite & End-User Training Feedback

Training participants filled out surveys to provide feedback on their experience. We received helpful constructive feedback, and we are working to implement some of the suggestions. We also received many positive comments about training. Below is some of the positive feedback we received:

- "The training has been exceptional. Best class I have been in while employed with State government.
- "I enjoyed the training very much. I am excited about the new system. Everyone is doing a good job. We will succeed thanks to everyone's help."
- "This has been the best Edison Training we have had so far. We have had meetings, etc., but the hands-on training was very beneficial and the instructors were great!!
- "The instructor made me feel very much at ease with the training and navigating the system. He also showed a great willingness to work one-on-one with special sections."
- "I like the way the "try it" mode was set up. I think the training provided a safe environment for learning, to ask questions and practice."

## Edison eSupplier

### *A Brighter Way To Do Business In Tennessee*

As part of Project Edison, the State is implementing a Web-based eSupplier solution that will be integrated with Edison. Moving from paper to a Web-based system will make the process more efficient for both the supplier and the State. Essentially, Edison eSupplier uses the technology available to streamline the procurement process and make it easier for vendors to do business with the State.

There are many benefits to the Edison eSupplier system, including:

- **A one-stop-shop.** With the implementation of this new system, there will now be a single point of contact for supplier's procurement needs, such as POs, commodities and service contracts, grants, etc.
- **Self Service capability.** Suppliers will have the ability to make changes to their contact information and track bids, work orders, invoices and payments.
- **E-mail notification.** Registered vendors will be set up to receive automatic e-mail

notification for business opportunities with the State.

- **Increased efficiency.** This procure-to-pay process will streamline how business is conducted -- providing cost savings to vendors with reduced administrative support.
- **Catalogs and punch-outs.** Suppliers will have the opportunity to load items into an online catalog or "punch out" to their own online catalog.

Project Edison will be working closely with vendors to communicate the changes that will be taking place, along with verifying their information to be loaded into Edison. Additionally, Project Edison will sign up vendors to attend one of the outreach meetings that will take place next Spring. These outreach meetings will provide vendors with a hands-on look at the new system and offer more information on the new procurement process.

Stay tuned for more information about this exciting piece of Project Edison!

## Edison Basic Navigation

Before attending Edison end-user training, employees need to take the Basic Navigation UPK. The UPK, or User Productivity Kit, is the tool that State employees will use to train on Edison. This course will give employees a basic overview of how the system works and will teach employees how to maneuver through the Edison system.

Specifically, the Basic Navigation course will guide users on how to log into the Edison system, view your personal Edison "homepage", navigate across

pages and through multiple rows of data, as well as how to search pages and use the find feature.

Employees can find the Basic Navigation online course, along with instructions on how to use it, at the Edison Training Intranet site <http://intranet.state.tn.us/erp/training.html>, or on the Internet at [http://tennessee.gov/finance/ERP\\_files/ERP\\_index.html](http://tennessee.gov/finance/ERP_files/ERP_index.html).

If you have any questions, please contact your Liaison or call the Edison Help Desk at 615-741-HELP or 866-376-0104.

## Edison Spotlight

It's easy to see why Tommy Hart, Project Edison's Assistant Project Director, is the perfect voice for the Project. A



Nashville native, Tommy has spent much of his career in public relations. After graduating from Vanderbilt University, Tommy joined the family business, Les Hart Agency, Inc. (later Hart & Company), an advertising, marketing and public relations firm. During his more than 20 years with the business, Tommy represented businesses such as Arby's, O'Charleys, Union Planters Bank, Ingram Industries and Bridgestone Tires. After selling Hart & Company, Tommy began his work in the public sector serving as TDOT's Assistant Commissioner, and later as Deputy Commissioner. After his eight years with TDOT, Tommy came to Project Edison in 2005 to serve as the Assistant Project Director.

"Edison presents a great opportunity that only comes along once in a lifetime," said Tommy. "Not only are we part of an effort that will help the State do business more efficiently, but equally important, we're also working to change attitudes about how the State does business."

Interesting facts about Tommy:

- In his free time, Tommy loves to play golf, go fly fishing and spend time with his family.
- Tommy has been married to his wife, Lili, for 36 years. They have two children, John and Sarah, and proudly became first-time grandparents on June 29th.